

DOCKET NO.: 119645-00103.118  
Application No.: 09/690,566  
Office Action Dated: August 18, 2008

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Michael P. Lilly, *et al.* Confirmation No.: 1577  
Application No.: 09/690,566 Group Art Unit: 3623  
Filing Date: October 17, 2000 Examiner: Van Doren, Beth  
For: System and Method for Determining and Reducing Customer Service Impact

MAIL STOP AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

<p><b>Electronic Filing</b></p> <p>I hereby certify that this paper (along with any referenced attachments) is being transmitted via the USPTO electronic filing system in accordance with 37 CFR § 1.6(a)(4).</p> <p>Dated: January 21, 2009</p> <p>Signature: <u>Rachel M. McGuinness</u></p> <p>Rachel M. McGuinness</p>
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REPLY PURSUANT TO 37 CFR § 1.116

In response to the Official Action dated August 18, 2008, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- ☐ Amendments to the Specification begin on page \_\_\_ of this paper.
- ☒ Amendments to the Claims are reflected in the listing of the claims which begins on page 2 of this paper.
- ☐ Amendments to the Drawings begin on page \_\_\_ of this paper and include an attached replacement sheet.
- ☒ Remarks begin on page 17 of this paper.